

**U.S. Department of State**  
**INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

**1. POST**

PANAMA

**2. AGENCY**

STATE

**3a. POSITION NO.**

A31124/97-971759

**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.** ☒ Yes 3 ☐ No

**4. REASON FOR SUBMISSION**

- ☒ a. Redescription of duties: This position replaces  
Position No. C30124, VISA ASSISTANT (Title) 1415 (Series) FSN 6 (Grade)
- ☐ b. New Position
- ☐ c. Other (explain) \_\_\_\_\_

**5. CLASSIFICATION ACTION**

Position Title and Series Code

Grade

Initials

Date  
(mm-dd-yy)

a. Post Classification Authority

VISA ASSISTANT, 1415

FSN-7;  
FP-7

JG

09/19/04

b. Other

c. Proposed by Initiating Office

**6. POST TITLE POSITION (if different from official title)**

Visa Assistant

**7. NAME OF EMPLOYEE**

Vacant

**8. OFFICE/SECTION**

US EMBASSY

a. First Subdivision

CONSULAR SECTION

b. Second Subdivision

VISA BRANCH

c. Third Subdivision

**9. This is a complete and accurate description of the duties and responsibilities of my position.**

\_\_\_\_\_  
Typed Name and Signature of Employee Date(mm-dd-yy)

**10. This is a complete and accurate description of the duties and responsibilities of this position.**

Sonia Dunn

\_\_\_\_\_  
Typed Name and Signature of Local Supervisor Date(mm-dd-yy)

**11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.**

Aaron Honn

\_\_\_\_\_  
Typed Name and Signature of American Supervisor Date(mm-dd-yy)

**12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.**

Tabrese Venson

\_\_\_\_\_  
Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)

**13. BASIC FUNCTION OF POSITION**

The incumbent screens incoming documentation and information from different sources for both non-immigrant and immigrant (when needed) visa applications for visa adjudication.

**14. MAJOR DUTIES AND RESPONSIBILITIES**

**% OF TIME**

( See attached)

## **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education:  
High school diploma is required.
- b. Prior Work Experience:  
Three (3) years experience in internal or external customer service, such as experience as secretary, general clerical or office assistant, is required.
- c. Post Entry Training:  
None. During probationary period, incumbent must receive on the job training.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):  
Level III (Good working knowledge) Speaking/Reading/Writing Spanish is required. Level III (Good Working Knowledge) Speaking/Reading/Writing English is required.
- e. Job Knowledge:  
Must be able to know the culture, socio-economic situation of the host country, in order to provide proper guidance to FSOs. Must know how to use a wide variety of computer applications including Word, Excel, Outlook and Internet Explorer.
- f. Skills and Abilities:  
Typing skills, use of telephone relay systems, knowledge of basic filing systems, and ability to deal courteously and effectively with the public are required.

## **16. POSITION ELEMENTS**

- a. Supervision Received:  
Incumbent is supervised directly by Visa Assistant (position No. N31123) and is reviewed by the American NIV Unit Chief.
- b. Supervision Exercised:  
None
- c. Available Guidelines:  
FAMs, online correspondence courses, CDs and Manuals.
- d. Exercise of Judgment:  
Incumbent must use judgment in dealing with requests from the public. Must be able to determine which inquiries require referral to supervisor or colleagues.
- e. Authority to Make Commitments:  
None
- f. Nature, Level and Purpose of Contacts:  
Must be prepared to deal with GOP contacts from a wide range of Ministries on an ongoing clerical basis.
- g. Time Expected to Reach Full Performance Level:  
One year.

#### **14. MAJOR DUTIES AND RESPONSIBILITIES**

General Consular Services: The incumbent assists Consular FSO and LES supervisors in general office management. Pre-screens and performs data-entry for non-immigrant and immigrant (as needed) visa applications in preparation for interview by FSO. (45%) Carry out specific tasks assigned by supervisors, including printing visas, preparing passports for return courier delivery, and preparing and shipping non-immigrant files to the Kentucky Consular Center. (20%) Provides general information related to processing for non-immigrant and immigrant (when needed) visas via phone, e-mail, and in person. (10%) Prepares and tracks clearance cables in compliance with Departmental regulations and scans documents into cases requiring additional administrative processing. (10%) When required, prepares immigrant visa ineligibility waiver requests and immigrant visa revocation requests for FSO review. (5%) Process daily and monthly reports for NIV and IV as needed. (5%) Maintain CLASS lookout system under full aspects of accountability. (5%)